



LEAD TRANSIT STORE TECHNICIAN

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and coordinate the Transit Store's operations; and to perform a variety of complex customer service work for the Transit section.

Supervision Received and Exercised:

Receives direction from the Transit Manager or from other supervisory or management staff.

Exercises functional lead work over the technical staff in the Transit Store.

Essential Functions:

Duties may include, but are not limited to, the following:

- Provide leadership and management support to Transit Store staff and operations while fostering a healthy and productive work environment;
- Recommend and pursue the achievement of Transit Store goals and objectives; devise and implement supporting policies and procedures as needed;
- Participate in the selection of staff and coordinate staff training;
- Develop and implement employee schedules; plan, prioritize, and assign the work of staff involved in Transit services;
- Assist in the evaluation of operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities including statistical reports on the activities of the Transit Store;
- Process payments to vendors using the City's financial system; review vendor invoices for correct pricing and authorized merchandise;
- Interact with customers on telephone and in person; provide assistance to customers regarding transit questions; answer questions regarding City services,

CITY OF TEMPE

Lead Transit Store Technician (continued)

and general City information; effectively manage time to accomplish multiple tasks within specified time frames;

- Prepare written responses to customer inquiries; communicate effectively verbally and in writing; perform mathematical calculations;
- Apply customer service principles to review work for process improvements and make recommendations for increased efficiency in a team environment; make sound business decisions to resolve problems;
- Backup main cashier, assist in prepare/process reports, operate and balance cash drawers, assist bank staff and customers in resolving issues; prepare cash and checks for deposit to financial institution daily;
- Sell July 4th and New Year's Eve special event tickets;
- Compile special event ticket sales data, compute the purchases and reconcile the data;
- Process fare media requisitions for the Tempe Public Library and order fare media for the Transit Store;
- Reconcile monthly financial system reports with internal revenue reports; reconcile cash receipts; prepare cash deposits; balance monies received;
- Conduct surveys; collect information on operational and administrative problems; prepare comprehensive reports or manuals; assist in the preparation of quarterly and annual reports;
- Answer questions regarding bus and light rail routing, transit pass sales, and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Process applications, monitor usage, compile statistical reports and maintain database for Tempe Employee Platinum Pass, Youth Transit Pass and Reduced Fare ID Pass programs;
- Assist in writing a variety of Transit correspondence and documents for internal and external use;
- Coordinate the ordering and storage of appropriate supplies;
- Participate in transit events as needed including marketing events and transit operations events;

CITY OF TEMPE

Lead Transit Store Technician (continued)

- Perform related duties as assigned.

Minimum Qualifications

Experience:

Four years of increasingly responsible clerical or customer service experience in accounting, utility billing, transportation, customer service, or directly related to the core functions of this position. Previous experience in transit related functions preferred.

Education:

Equivalent to the completion of the twelfth grade supplemented by college level or equivalent classes in accounting, statistics, business, customer service, or degree related to the core functions of this position.

Licenses/Certifications:

None

Examples of Physical and/or Mental Activities:

- Work in a stationary position for considerable periods of time
- Operates computers, calculators and other office machines

Competencies:

(Pending)

Job Code: 152

Status: Non-Exempt / Classified